

NETWORK MANAGER REPORT



MAY 2008

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

May has been an exciting month for the AI staff as it saw the launch of alabama.gov version 6. Several of the new features to the portal include: text size adjustment, one-click search, and a virtual calendar. The month of May also saw the launch of three new applications and two updates. The project queue remains full, continuing to reinforce AI's goal to reach 20 applications by the end of the year.

Highlights for the month were:

- Alabama Interactive completed an online license renewal application for the Alabama Home Builders Licensure Board. This application will allow for corporations to renew their expired inactive licenses online.
- The Alabama Department of Conservation and Natural Resources sold 8367 licenses online during the month of May 2008 compared to 6698 in May of 2007. This is an increase of nearly 25% in licenses from a year ago.
- Alabama Interactive completed an online payment portal for Alabama Department of Economic and Community Affairs (ADECA), Surplus Property Division. This payment portal allows bidders at the live auction to pay for all the lots they purchase with their credit card. This is the first ADECA Surplus Property Auction to offer credit card payments. This tool was utilized by several bidders with the largest purchase being over \$6,000.
- Updates were completed for the Alabama Real Estate Commission license renewals. This application allows agents, realtors, salespersons, companies, and brokers to renew their 2008-2009 licenses online.
- Alabama Interactive met with and presented potential new opportunities for the Alabama Department of Public Health, State Children's Health Insurance Program (SCHIP). AI discussed the implementation of an Interactive Voice Response (IVR) service which will allow AllKids health insurance payments to be made via credit card using an automated telephone system. Alabama Interactive currently offers AllKids health insurance payments to be made online.
- The number of subscribers for the ADOR VIN check application increased by 58 active subscription accounts in the month of May bringing the total number to 226. There were a total of 1,341 VIN searches completed in May, an increase of 11% from the previous month.

Marketing

During the month of May, the operations staff began preparing and submitting many of the new applications to different awards competitions. The first submission was the Alabama Secretary of State's UCC Filing system, which was submitted to the GovMark competition for "Best State and Local Government Marketing Campaign." The operations team worked together to prepare a document, itemizing the benefits and usefulness of the application. Alabama Interactive also submitted alabama.gov in the government category of the W3 Awards.

In addition to the award submittals to GovMark and W3 last month and with the development of a new subscriber portal almost complete, the operations staff began preparing a marketing campaign to promote all the subscription applications. The subscriber portal will advise the subscriber of how they can register for multiple subscription applications after they have registered and paid for their first subscription application. This is at no additional charge to the subscriber, making access to these applications faster and more convenient to use. The campaign will be targeting current and future subscribers in order to drive adoption and cross-adoption of these beneficial services.

Customer Service

As tax season winded down in April, the month of May allowed the customer service team to return to focusing on their primary responsibility of helping customers. During the month of May, AI answered 665 live chats regarding questions about state applications and services. One customer on the live chat service was specifically looking for an answer to a question about overtime payment. Customer service was able to redirect them to the correct department and the customer was very appreciative. They replied back, "Thank you. I wish every state had this chat function. Have a great day."

Customer service also continued to provide prompt support for the numerous phone calls and emails received throughout the month of May. AI helped many customers by adding users and changing passwords allowing them to access our subscription services. Overall, the customer service team was very busy throughout the month assisting customer's needs.

Development

The AI Dev-Share team had one meeting and attended the NIC technology conference in Oklahoma City, OK during the month of May. During the first meeting the development team discussed payment engine objectives and completed a code review of the Alabama Department of Revenue, Abandoned Vehicle application.

During the technology conference the development staff participated in a number of sessions which included security training, portal personalization with gadgets and widgets, web usability/accessibility, redaction, and other various informative sessions. Those who attended the conference will share the new ideas and information learned with the staff who did not attend.

PROJECT REPORT

Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online.	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama.	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow constituents to pay their IFTA license payments online.	02/22/2008
Alabama Heating and Air Conditioning Board	Exam Application	This application will allow for constituents to apply for their exam online.	02/20/2008
Alabama Department of Revenue	Vehicle Information Number (VIN) Check	This application will allow for constituents to obtain limited title information online.	02/22/2008
Alabama Secretary of State	Farm Filings	This application will allow for constituents to submit UCC-1F filings online.	03/01/2008
Alabama State Bar Association	Section Membership Renewal	Allows members to complete their section membership renewal	04/11/2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama Criminal background checks of all arrest, court and traffic records	04/14/2008
Alabama State Bar Association	Convention Registration	Allow members to complete annual convention registration online	04/24/2008
Alabama Dept of Environmental Management	Merchant Service	Allows users to pay for hazardous waste permits online.	05/16/2008

Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow corporations to renew their expired inactive licenses online.	05/30/2008
Alabama Dept of Economics and Community Affairs	Merchant Service	Allows buyers to purchase surplus property via credit card at live auctions.	05/29/2008

Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods.	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system.	01/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application.	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application.	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script.	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes.	01/10/2008
Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application.	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008

Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications.	02/20/2008
Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application.	02/26/2008
Alabama Department of Insurance	Merchant Services	Added e-check image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application.	02/26/2008
Alabama Department of Mental Health and Retardation	Intranet Report	Update to the existing case manager training application that provides exam results and dates of completion for the department.	03/21/2008
Alabama Board of Interpreters and Translators	License Renewal	Update to existing renewal application that includes a PDF receipt certificate.	03/13/2008
Alabama Department of Revenue	Vehicle Information Vin Check	Update to allow users to subscribe to this service.	03/20/2008
Alabama Real Estate Commission	License Renewal	Update to existing license renewal application for 2008 renewals.	03/14/2008
Alabama Department of Conservation	Magazine Sales	Update to existing application page layout to display images of the magazine cover.	03/25/2008
Alabama Board of Chiropractic Examiners	License Renewal	Update to existing application to include the ownership type.	03/31/2008
Alabama Department of Conservation and Natural Resources	Web Service Report	This application will allow for county probates to view reports for hunting and fishing licenses.	03/10/2008

Alabama Department of Conservation and Natural Resources	License Sales	Allow driver's license to be validated on hunting/fishing license sales.	04/14/2008
Alabama Farmer's Market Authority	Shopping Cart	Added additional items to their shopping cart application.	04/23/2008
Alabama Real Estate Commission	License Renewals	Update to the existing application.	05/27/2008
Alabama Board of Accountancy	License Renewal	Update to the import and export script.	05/14/2008

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	Initial Business Privilege Tax	Allow users to complete the initial privilege tax online	This application is in agency testing.	March 2008
Alabama Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in agency testing.	April 2008
Alabama Alcoholic Beverage Control Board	License Renewal	Allow licensees to renew online.	This application is in agency testing.	April 2008
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows users to search titles online	This application is in agency testing.	May 2008

In Development ...

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008
Alabama Department of Revenue	Motor Vehicles, Form 04	Allow lien holder filings to be submitted online	This application is in development	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allow users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Department of Industrial Relations	Payment Portal	Allow users to pay warehouse payments via merchant services	This application is in the pre-project phase.	TBD
Alabama Board of Court Reporting	Initial License	Allow users to pay for license online	This application is in the pre-project phase.	October 208
Alabama Board of Respiratory Therapy	Initial License	Allows users to apply for license online	This application is in the pre-project phase	July 2008
Alabama State Veterinary Medical Board	Technicians License Renewal	Allow licensees to renew their license online	This application is in the pre-project phase	May 2008
Alabama Department of Public Health	Child Health IVR Solution	Allow users to make AllKids payment via phone	This application is in the pre-project phase.	TBD
Alabama Department of Revenue	Motor Vehicles, Form 02	Allow users to pay for initial title replacements online	This application is in the pre-project phase.	October 2008
Alabama Plumbers and Gas Fitters Examining Board	License Renewal	Allows users to apply for license online	This application is in the pre-project phase	October 2008

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Board of Nursing	RN License Renewal for 2008	Allow licensees to renew online	This application is in the pre-project phase.	TBD
Alabama Home Builders Licensure Board	License Renewal	Update to current license renewal	This application is in the pre-project phase.	October 2008
Alabama Board Accountancy	License Renewal	Update to import/export script.	This application is in the development phase.	May 2008
Alabama Board of Engineers and Land Surveyors	License Renewal	Update to add CE's to current application.	This application is in the pre-project phase.	October 2008
Alabama Forestry Commission	License Renewal	Update to existing renewal application.	This application is in the pre-project phase.	July 2008

SERVICE REQUESTS

Service Request #170

Alabama Department of Child Abuse and Neglect Prevention, Children's Trust Fund--Payment Portal

Alabama Interactive requests and recommends that this service for the Alabama Department of Child Abuse and Neglect Prevention is added to the network. The online application will be a transaction fee service and will be developed at no cost to the department.

MONTH IN REVIEW

Total May AI Network Transactions

221,333

Average Successful Request per Day:	7140
Total May alabama.gov Visitors:	336,540
Total May alabama.gov Page Views:	1,194,629
Total May alabama.gov Chats or Offline Messages from Live Help:	1,006

OPERATIONS & ADMINISTRATION

In the month of May, Barrett Gilbreath presented on redaction at this year's International Association of Commercial Administrators (IACA) conference and Sloane Wright attended a digital government meeting in Florida. Both of these opportunities went very well and Alabama, once again, is making a positive impression on the government technology community.

AI also hired two interns in May. Jonathan Kimbrough is a rising senior at the University of Alabama majoring in Management Information Systems and is our operations intern. He is also the nephew of the Bob Childree, the state's Comptroller. On the development side, Cory Robinson is a rising senior at Troy University and doing an internship for the remainder of the summer. AI looks forward to watching them progress throughout the summer.

OTHER BUSINESS/IN CLOSING

In closing, May brought an end to a very busy month. We are looking forward to the coming months with new service offerings, more award nominations and award announcements.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright